State of Wisconsin   Unity Voicemail System – Mailbox Setup and Quick Reference

For: Green Bay, Appleton, Howard, Kewaunee, Neenah, Oshkosh, Stevens Point, Sturgeon Bay, Waupaca, Wrightstown

Voice Mail Instructions

Callers may leave you messages before you have setup (enrolled) your mailbox but you will not be able to listen to the messages.

Your access number (from your desk) for voicemail is:

- 6575 – Green Bay 391, 438, 448, 492 locations
- 448-6575 - in UW Green Bay, Howard, Wrightstown sites
- 877-641-4100 –in Appleton, Kewaunee, Neenah, Oshkosh, Stevens Point, Sturgeon Bay, Waupaca sites
  - ✓ Enter your 7+ digit PIN or passcode, press #
    The default is DOA2012 or 3622012 if new box

Your access number (not from your desk) for voicemail is:

- 6575 – Green Bay 391, 438, 448, 492 locations
- 448-6575 - in UW Green Bay, Howard, Wrightstown sites
- 877-641-4100 –in Appleton, Kewaunee, Neenah, Oshkosh, Stevens Point, Sturgeon Bay, Waupaca sites
- 888-448-6575 – when *traveling* and not in above locations
  - ✓ Press *
  - ✓ When prompted for your ID # - enter your 10-digit phone number, press #
  - ✓ Enter your 7+ digit PIN or passcode, press #
    The default is DOA2012 or 3622012 if new box

Set Up Your Voice Mailbox – enroll your box – NEW USER Follow the system prompts and complete the auto enrollment process until the very end. The system will prompt you that you have finished enrollment.   If you don't complete the entire process (hang up, etc…) the system will not enroll the mailbox.

You are prompted to set up a recorded name, personal greeting and change your PIN (password). To exit, press *.

To change a recorded name that identifies you to callers:

- 4 3 2
- At the tone, say your first and last name. When done, press # .

To record a personal greeting:

- 4 1
- To record a new standard greeting, press 1. Speak your greeting. When done, press #.

To change your PIN:

- 4 3 1
- Enter your new password, which must be at least 7 digits. Press # when done.
- Re-enter your new password, then press # .

To enhance security the following types of passwords (PINs) are considered trivial passwords and will not be allowed:

- digits are not all the same (ex, 9999).
- digits are not consecutive (ex, 1234 or 4321).
- Spells their first or last name, their organization or company name, or any other obvious words.
- Contains their primary extension –forward or reverse of digits
- Uses the same digits more than twice in a row (ex, 900012).
- Is 1-digit increment of a previous password (ex, 20185 to 20186).
- Contains fewer than three different digits (ex, 18181).

To Listen to messages:

- To listen to NEW messages from the initial menu press 1 .
- To listen to SAVED messages from the initial menu press 2 1.
- To listen to DELETED messages from the initial menu press 3 2.

After message playback:

- Restart press 1
- Save press 2
- Delete press 3
- Reply (and begin recording) press 4
- FORWARD press 5
- Mark as new 6
- Go back 3 seconds 7
- Cancel playing messages *

During message playback only:

- Get to end of message press #
- Restart press 1
- Save press 2
- Delete press 3
- Slow down message 4
- Increase volume of message 5
- Speed up message 6
- Go back 3 seconds press 7, go forward press 9

To Send a messages:

- To send a message from initial menu press 2
- Enter 10-digit number (ID), then record your message.

While Recording a message:

- Remove address press 1 3
- Review message press 4
- Stop recording and listen press 1
- Send press 1 #
- Delete recording/restart press 3
- Cancel press 1 *

Anytime….

- To skip or move ahead, complete, send, start/stop recording press **#**
- To Cancel, exit or back up press *****

Click here for additional Information Available:
Or find at this page:
http://www.doa.state.wi.us/Default.aspx?Page=301aa412-4073-4e43-b652-57c10cff3107

PROBLEM REPORTING:
Follow your agency telecom procedure (telecom manager or help desk) for new, changes, password resets or problems

Wisconsin